

Rotherham SENDIASS Privacy Notice

Rotherham SENDIASS provides impartial information, advice and support for children and young people with SEND and their parents. The service is a confidential service. This means that the principles of confidentiality must operate across all areas of the Service and its management.

Service staff, whether volunteers or paid staff, will ensure information provided by service users:

- Will not be passed on without their permission unless there is a risk of serious harm in line with child protection protocols
- Will be stored securely on a password protected e file or locked cabinets for any hard copies of information.
- Will be treated with respect and discretion

What information do we access?

To provide a helpful service we will gather information that is relevant to the reasons why you have made contact with us. This information will be focussed on your child's Special Educational Needs and/or disability. We will get most of this information from you, however, with your permission we may also get information from different services, schools, colleges or systems they input into. We will only access the information that we need to support your situation.

What do we do with the information we have?

Rotherham SENDIASS will keep some written information about your child/ young person ie. Name, address, contact details etc. We will also record information following our contact with you about your child's/ young person's situation or the difficulties you may be experiencing in your discussions about their SEND. If you have given us permission to talk to other parties, we will also keep notes from the discussions we have had with others that are relevant. These notes will help us to keep up to date with your situation and offer you clear advice and support.

How long do we keep information for?

Once you have come to the end of your involvement with SENDIASS, we will destroy any hard copy documents that we have obtained that belong to you or your child/young person such as the EHC plan, other service reports ie. Educational Psychology reports, Learning Support Reports, school reports. These will be destroyed confidentially. We will keep a record of our work ie. the notes of our involvement with you, until the end of the academic year in which your child turns 31. At which point these will also be confidentially destroyed.

If you have any comments or concerns about how we process your data, please speak with the Service Manager about this by contacting 01709 823627. Alternatively you can access details of your information rights by visiting the RMBC Data Protection and Freedom Of Information internet pages.